

REMARKS/ARGUMENTS

Applicants thank the Examiner for his careful review of this application. Claims 1-3, 5-20, and 30-32 have been rejected. Claims 1, 12, 13, 19, 30, 31, and 32 have been amended. Applicants respectfully request reconsideration of the application in view of the above amendments and the following remarks submitted in support thereof.

Anticipation Rejection under 35 U.S.C. §102(e)

The Examiner has rejected independent claim 13 under 35 U.S.C. §102(e) as being anticipated by U.S. Patent No. 6,584,464 to Warthen. Although the Applicants believe that independent claim 13 is defined over the art of record, the Applicants have amended independent claim 13 to further define “a list of questions and answers pairs” and “a request from the user for assistance regarding computer executed application.” Warthen does not disclose a list of questions and answers pairs and a request from the user for assistance regarding computer executed application. Accordingly, amended independent claim 13 is patentable under 35 U.S.C. §102(e) over Warthen. Furthermore, dependent claims 14-18, each of which depends from amended independent claim 13, are likewise patentable under §35 USC 103(a) for at least the same reasons set forth above.

Obviousness Rejections under 35 U.S.C. §103(a)

Independent claims 1, 12, and 19 stand rejected under 35 U.S.C. §103(a) as being unpatentable over U.S. Patent No. 6,539,377 to Culliss in view of U.S. Patent No. 5,890,139 to Suzuki et al. Although the Applicants believe that independent claims 1, 12, and 19 are defined over the art of record, the Applicants have amended independent claims 1, 12, and 19 to further

define “logging the unanswered question,” “identifying a list of frequently asked unanswered questions,” and “prompting for answers to the list of the frequently asked unanswered questions.” Culliss and Suzuki et al. do not disclose logging an unanswered question, identifying a list of frequently asked unanswered questions, and prompting for answers to the list of the frequently asked unanswered questions. Accordingly, amended independent claims 1, 12, and 19 are patentable under 35 U.S.C. §103(a) over Culliss in view of Suzuki et al. Dependent claims 2-3, 5-11, and 20, each of which depends from amended independent claim 1, 12, or 19, are likewise patentable under §35 USC 103(a) for at least the same reasons set forth above.

Independent claims 30 and 31 stand rejected under 35 U.S.C. §103(a) as being unpatentable over U.S. Patent No. 6,539,377 to Culliss in view of Warthen. Although the Applicants believe that independent claims 30 and 31 are defined over the art of record, the Applicants have amended independent claims 30 and 31 to further define “a request from the user for assistance regarding computer executed application.” Culliss and Warthen do not disclose a request from the user for assistance regarding computer executed application. Accordingly, amended independent claims 30 and 31 are patentable under 35 U.S.C. §103(a) over Culliss in view of Warthen.

Independent claim 32 stands rejected under 35 U.S.C. §103(a) as being unpatentable over Warthen in view of Suzuki et al. Although the Applicants believe that independent claim 32 is defined over the art of record, the Applicants have amended independent claim 32 to further define “logging unanswered questions,” “identifying a list of frequently asked unanswered questions,” and “receiving at least one new answer from an administrative user for each of the frequently asked unanswered questions.” Warthen and Suzuki et al. do not disclose logging

unanswered questions, identifying a list of frequently asked unanswered questions, and receiving at least one new answer for each of the frequently asked unanswered questions. Accordingly, amended independent claim 32 is patentable under 35 U.S.C. §103(a) over Warthen in view of Suzuki et al.

Conclusion

In view of the foregoing, the Applicants respectfully submit that all pending claims 1-3, 5-20, and 30-32 are in condition for allowance. Accordingly, a Notice of Allowance is respectfully requested. If the Examiner has any questions concerning the present amendment, the Examiner is requested to contact the undersigned at (650) 428-0313.

Respectfully submitted,
KOKKA & HSU, PC

A handwritten signature in black ink, appearing to read 'Michael K. Hsu', with a stylized flourish at the end.

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